

**Information Management**

**MILITARY POST OFFICE OPERATING PROCEDURES**

DoD 4525.6-M, Volume I, 28 December 1989, is supplemented as follows:

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**APPENDIX C, CHAP 9**

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**BY ORDER OF THE SECRETARY OF THE AIR FORCE**

**OFFICIAL**

**LARRY D. WELCH, General, USAF**  
Chief of Staff

**EDWARD A. PARDINI, Colonel, USAF**  
Director of Information Management

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**Approved by: Colonel Edward A. Pardini**

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103.4.1. (ADDED). Director of Information Management shall:

- a. Develop, coordinate, and disseminate AF MPS policy on non-operational matters to MAJCOM and field activities.
- b. Assist AFMPC and MAJCOMs in filling key postal positions.
- c. Develop and maintain AF Course Training Standard for DoD Interservice Postal Training Activity (IPTA).
- d. Perform staff assistance visits to the IPTA.
- e. Serve as Functional Manager for SDI 99604.
- f. Develop and maintain Air Force Job Training Standard (AFJQS) 99604.
- g. Coordinate and review postal disqualification actions.
- h. Monitor and fulfill the MPS advocacy role at the Air Staff for ongoing major postal problems and MCP projects, to include serving on the AFOBRC.
- i. Perform annual field visits to CONUS/Overseas military postal theaters and selected activities.
- j. Establish and maintain liaison with OSAF, Air Staff, MPSA, and other Services concerning postal matters.
- k. Provide augmentation to AFISC and MAJCOMs, as required.
- l. Maintain an active recruiting program for qualified volunteers into SDI 99604.
- m. Monitor postal facility upgrade, renovation, and construction projects.
- n. Develop and maintain Airman Assignment Instruction Codes (AAIC) 9KB and 9KK, AFR 39-11.
- o. Recommend improvements to the MPS to the MPSA, based on observations, inspections, and evaluation reports.

**103.7d. (ADDED). Develop peacetime postal contingency plans for each major military mail routing. Forward copies of the plans direct to MPSA with an information copy to SAF/AAIA.**

103.7r. (ADDED). MAJCOM/IMs will review all contracts involving postal operations to ensure the contracts include the minimum postal clerk qualifications.

103.7s. (ADDED). MAJCOM/IMs will submit a consolidated Semiannual Postal Facilities Status/Update Report (RCS: AF-AAI (S) 8901) to SAF/AAIA within 10 workdays following the end of the reporting period.

103.7t. (ADDED). MAJCOM/IMs will ensure their postal activities develop comprehensive resource protection plans to include not only facilities and postal effects, but also postal personnel operating in a peacetime hostile environment. Refer to AFR 125-37, The Installation and Resources Protection Program, when developing resource protection plans.

103.7u. (ADDED). MAJCOM/IMs will ensure their postal activities comply with the uniform postal supply and equipment system in DoD 4525.6-C, DoD Postal Supply Catalog.

103.8. (ADDED). Support. Commanders at all echelons will provide support to postal activities as Table 1-1 (Added) indicates.

TABLE 1-1		
R U L E	COMMANDER'S SUPPORT TO POSTAL ACTIVITIES	
	A	B
	If you are served by	then provide
1	Military Postal Activity	secure, readily accessible, and habitable facilities. (AFM 88-15 & DOD 4525.6M, Chap 13)
2		adequate working and storage space. (AFM 86-3 and DOD 4525.6-M, Chap 13)
3		janitorial and maintenance services according to AFM 91-2.
4		telephone service; to include commercial service when the MPO or AMT must maintain contact with commercial air carriers and other non-DOD agencies on a recurring basis.
5		vehicle and driver for transporting mail to and from military postal activities and mail receiving facilities, including airlines off base if applicable (postal personnel will drive passenger carrying and general-purpose vehicles when receiving and dispatching mail on base).
6		Postal personnel, on presentation of proper identification, access to all mail handling facilities, ramps, and flightline area as well as equipment and transportation conveyances to conduct surveys and inspections concerning mail movement.
7		additional facilities and supplemental transportation to promptly eliminate mail backlogs created as a result of emergency or seasonal increases in mail volume as the chief of the postal activity requests it. Personnel augmentation to include placing personnel on TDY status when necessary. Tasking for support to include placing personnel on TDY status when necessary. Tasking for support to other military services and agencies receiving mail support through an Air Force mail facility. Augmentee personnel must meet the criteria outlined in DOD 4525.6-M, Vol 1, Chap 4.

Table 1-1 (ADDED) Commander's Support to Postal Activities  
1-15.1

R U L E	TABLE 1-1 CONTINUED	
	A	B
	If you are served by	then provide
8	Military Postal Activity	sufficient vaults, safes, and other adequate storage facilities to safeguard registered mail and postal effects. Other appropriate support to ensure compliance with AFR 125-37.
9		a designated postal clerk to act as an alternate clerk at locations where the postal activity operates a one-person MPO. Contact the local postal activity for postal clerk assignment procedures. Use this backup for annual leave and emergency conditions only.
10		armed guards or armed convoy protection, on request for valuable mail shipments while in military postal channels within their areas. (DOD 4525.6-M, Vol 1, Chap 8).
11		support that postal activities need to accomplish their mission when volumes exceed the norm, including processing of intransit mail for other activities served through the military postal system.
12		other support to postal activities according to AFR 11-4.

Table1-1 (ADDED) (continued)

**201.(ADDED). MAJCOM/IMs will conduct contingency postal planning IAW WMP I, Annex U.**

302.1. (ADDED). Locations having a number of activities on or near the same base need only maintain those postal publications needed for day-to-day operations. The main/parent MPO/operating location office maintains a master reference library. Squadrons, detachments and MPOs (AMT/APO) maintaining the ASM, DMM, IMM and POM will use the cut and paste method to post postal bulletin changes as required. Maintain postal bulletins in accordance with AFR 12-50, Volume II.



**302.2g. (ADDED). USPS Transportation Handbook, Series T-7 (reference (i)).**

**303.1n. (ADDED). Mail processing facilities and MPOs with mail processing functions will maintain or display the following posters and publications in the appropriate work areas:**

**USPS Poster 51 –International Postage Rates and Fees**

**USPS Poster 103 –Domestic Postage Rates and Fees**

**USPS Poster 113A –EE Examination**

**USPS Poster 114A –Identifying Defective EE**

**USPS Poster 115A –Packing EE**

402.4. (ADDED). Contract postal clerk qualifications.

a. Civilian personnel (US or ETCN) who are working in MPOs and not performing postal clerk duties and not designated as military postal clerks (MPCs), need not meet the qualification provisions in paragraph 402.4.

b. You may use a letter from the contractor to satisfy DoD qualification criteria for contract hire MPCs. The contractor's letter must include a statement such as the following: "To the best of our knowledge this individual is of sound moral character and has no record of derogatory information or unfavorable conduct which would cast doubt on his/her trustworthiness or honesty. Furthermore, this individual has had no problems with law enforcement authorities since his/her arrival in (specific country)." For any US civilian MPC to handle official registered mail, however, they must have a secret security clearance. Under no conditions will foreign nationals handle official registered mail.

402.5. (ADDED). Postal MAJCOMs will ensure that their postal activities establish and maintain an active on-going OJT program for civilian and military personnel. Use AFJQS 99604 to plan and record all duty position related training. Identify additional training requirements on AF Form 797, Job Proficiency Guide Continuation Sheet. Identify required training on AF Form 797, Job Proficiency Guide Continuation Sheet. Administer training and maintain documentation IAW AFR 50-23, On-the-Job Training.

403.1. (ADDED). Only squadron/detachment commanders or host base postal supervisors (must be a commissioned officer), may sign DD Form 285, Appointment of Postal Clerk, Unit Mail Clerk or Mail Orderly, and DD Form 2257, Designation/ Termination MPC-FPC-COPE-PFO, for PCs and COPEs. Designate individuals at AMT or MCA locations who are responsible for accountable equipment as COPE. Flexible credit custodians who provide stock sales to MPOs other than themselves may use the title Postal Finance Officer (PFO). Other MPO financial custodians will use the title Custodian of Postal Effects (COPE). When a PFO and COPE are the same people, you may use the title COPE. In this manner you may use the flexible account to issue stock to other COPES and collocated window clerks. This procedure eliminates the requirement to maintain two separate accounts (flexible PFO and fixed COPE) and allows the flexible account to maintain cash. (See Chapter 5, paragraph 503 for administering flexible accounts to maintain cash). Issue each military, local national, augmentee, and US civilian employee a single DD Form 285. Squadron, detachment, or higher level postal personnel positions do not require DD Forms 2257 and 285. Local nationals do not require DD Form 2257.

**403.3a. (ADDED). To transfer accountable equipment, the COPE and temporary COPE will record the total number of items and sign and date the reverse side of each PS Form 1590, Supplies and Equipment Receipt. Repeat the procedures upon the COPE's return.**

**405.1. (ADDED). Terminating official will be the postal squadron/detachment commander or host base postal supervisor (must be a commissioned officer).**

405.4. (ADDED). Do not remove Air Force members from postal duty permanently without prior approval by HQ AFMPC and coordination with SAF/AAIA. Process requests for permanent disqualification through the MAJCOM Staff Postal function, the MAJCOM Airmen Assignments Division, and SAF/AAIA to HQ AFMPC/ DPMRAD4. All levels of review/coordination will provide a recommendation based on the circumstances/justification contained in the package. Commanders may remove a member from postal activity temporarily pending the outcome of the disqualification package. All packages will contain the following documentation:

- a. Last three airman performance reports.
- b. Commander and supervisor comments.
- c. Record of formal postal training/experience.
- d. Records of counseling and disciplinary actions.
- e. PME history.
- f. Individual's rebuttal/comments (if any).

406. (ADDED). USE OF AUGMENTEES

1. Applicability. Applies to all postal activities using postal augmentees.

2. Definition. An augmentee is any individual, military or civilian, who assists a postal unit in the processing of incoming/outgoing mail.

3. Designate/terminate all augmentees on a DD Form 2257. Only squadron/ detachment commanders or host base postal supervisors are authorized to designate/terminate. File the DD Form 2257 at the activity's office of record.

**Figure 4-1.(ADDED).** The "TO" block will reflect the postal squadron/ detachment commander's or host base postal supervisor's address and the "FROM" block will reflect the address of the MPO to which the individual is assigned.

**501.8e.(1)(ADDED). Process relief clerk and end of business transfers as follows:**

- (a) Transfer meter on the third copy of the PS Form 3602-PO, Postage Collected Through Post Office Meter, as normal.**
- (b) The clerk will make a tape of checks and cash to accompany the PS Form 1096, Cash Receipt, for transfer to the primary clerk or COPE. List the total amount turned-in (checks plus cash) in the "\$" block. In the "for" block, list the turn-in by cash and check amount separately.**
- (c) The primary clerk or COPE compares all checks and cash against the tape.**
- (d) The primary clerk or COPE then compares the tape total against the PS Form 1096 amount and the amount due on the PS Form 3602-PO transfer.**



**502.3c(4) (ADDED). Make an additional copy of PS Forms 3369 and 17 for suspense purposes.**

502.5b(3) (ADDED). Compute the 25-percent restriction and change fund as indicated below:

Clerk Fixed Credit: \$500.00

<u>X .25</u>	% of Fixed Credit
\$125.00	Cash Allowed
<u>+ 50.00</u>	Change Fund Allowed
\$175.00	Maximum Cash Allowed On-Hand

COPE Fixed Credit: \$15,000

<u>-3,000</u>	Less Fixed Credit Issued Out
\$12,000	Fixed Credit
<u>X .25</u>	% of Fixed Credit
\$3,000	Maximum Cash Allowed On-Hand

**503.14a. (ADDED).** When submitting overages from audits of window clerk's or COPE's account, the COPE will send a letter to the PFO. Use the format in Figure 5-14 (added).

SAMPLE LETTER TO ACCOMPANY OVERAGES

FROM: (ORGANIZATION),

SUBJECT; Overage Remittance

OLOA 7025 AIRPS/PFO

APO 09060-5000

Military Auditing Unit

General Post Office

Room 3110

New York, NY 10001

INTURN

Following are overages resulting from audits on 10 Aug 88.

Grade	Name	Amount	Check no. (See Note)
Sgt	Albert Falls	\$4.09	244,311,4
SSgt	Norman Edwards	\$20.40	244,311,4
TSgt	James Monroe	\$10.00	244,311,4
	TOTAL	\$34.49	

DEBRA J. HONWAY, Sgt, USAF  
COPE

cc: Det\_\_\_\_\_DO, APO\_\_\_\_\_  
OR  
BASE IM, APO\_\_\_\_\_

NOTE: COPES may submit separate checks or one single check for the entire amount of overage.

**503.19. (ADDED). Stamp Vending Machines (SVMs) for MPOs:**

**a. Responsibilities:** Each activity chief will follow the provisions of this directive and will conduct periodic checks to ensure compliance.

**b. Procedures:**

(1) **Location.** You may install SVMs in lobbies of military post offices and outlying units (in PSCs) or in customer service facilities secure enough for postal operations. This means you may install SVMs in clubs, MAC terminals, billeting offices, and other secure areas. Report the physical location and serial number of each SVM to JMPA, with an info copy to postal Squadron/MAJCOM, and local area postal headquarters.

(2) **Issuing Fixed Credits.** The COPE will issue each SVM a fixed credit on PS Form 3369, Stamp Credit Receipt. Place your APO number, followed by the serial number of the applicable SVM, and its location, e.g., PSC lobby, NCO Club, etc., in the "Location of Credit" block of the PS Form 3369.

(3) **Audits.**

(a) The COPE will audit quarterly. During inspections or staff assistance visits, the team will audit selected machines. Record the audits on PS Form 3368, Stamp Credit Examination Record, and on DD Form 2259, Report of Audit of Postal Accounts, for each SVM account. Enter the serial number of the applicable SVM in the remarks section of the DD Form 2259.

(b) If you discover an overage during an audit, the COPE should hold the overage for three days before remitting to the PFO. This procedure will allow customers who may be due a refund time to request reimbursement. If a customer requests a refund, annotate the DD Form 2259 as such, and subtract the amount from the total overage amount. If an overage still exists after three days, refer to paragraphs 503.19.b.(7). and 503.19.b.(7)(b) below. If a shortage exists after subtracting the refund, refer to paragraphs 503.19.b.(7), 503.19.b.(7)(a), and 503.19.b.(7)(c) below.

(4) **Requisitioning Stamp Stock.** Replenish stock by submitting a separate requisition on PS Form 17 for each SVM. This will allow tracking of business conducted by each SVM. List the applicable SVM serial number in the registered number block.

(5) **Account Folder.** Prepare an account folder for each fixed credit. Use these folders to file all documentation pertaining to the account. See paragraphs 502.5.a.(1)(e) and 502.5.a.(5).

(6) **Tolerance.** There are no provisions for establishing a tolerance.

(7) Submitting Shortages/Overages. The COPE will submit all shortages/overages to the PFO who, in turn, will submit it with PS Form 1412-B, Daily Financial Report.

(a) Report shortages up to \$49.99 in the disbursement section of PS Form 1414-B using AIC 621, Vending Machine Shortages. Submit a letter of explanation for the shortage to include the amount, name of employee, serial number, and location of the SVM. With the letter, forward a completed PS Form 17. The return stamps side of the PS Form 17 will list the shortage letter as a reference and the amount of shortage in the SVM. The order stamps side of the PS Form 17 will list replacement stock equal to the shortage in the SVM. You may also use this procedure to return foreign coins. The PFO will use the PS Form 17 to forward stamp stock to replace the SVM shortage.

(b) Report overages of any amount on PS Form 1412-B using AIC 175, Vending Machine Overage, as a separate entry in the receipt section of PS Form 1412-B. Submit a letter of explanation for the overage to include the amount, name of the employee, and location of the SVM.

(c) Report shortages of \$50.00 or more in the disbursement section of PS Form 1412-B using AIC 761, Vending Machine Shortages. Submit a letter of explanation for the shortage to include the amount, name of employee, serial number, and location of the SVM. With the letter, forward a completed PS Form 17. The return stamps side of the PS Form 17 will list the shortage letter as a reference and the amount of shortage in the SVM. The order stamps side of the PS Form 17 will list replacement stock equal to the shortage in the SVM. You may also use this procedure for return of foreign coins. When the PFO receives the PS Form 17, he/she will use it to return the stock to replace the SVM shortage.

(d) If you establish that the loss was the result of theft, embezzlement, etc., on the part of the employee, report the shortage to MPSA-OP IAW Chap 13, with information copy to Postal Squadron/MAJCOM.

(e) If an audit indicates a shortage due to foreign coins, you may take credit only up to the amount required to balance the fixed credit. Send all foreign coins along with a list indicating location of the SVM and value of the coin(s) by registered mail.

(8) Refunds: If a customer deposits money in an SVM and does not receive change, stamps, or return of the deposited money, a refund is due to the customer as soon as possible. Obtain a receipt from the customer on PS Form 1096. Indicate on the PS Form 1096 the malfunction, SVM location and serial number, and amount of the refund. An audit of the fixed credit is not required. Refunds exceeding \$2.00 must be approved by the supervisor of the individual to whom the account is issued.

**c. Maintenance and Repair:**

(1) Do not attempt any self-repairs. Due to the nature of the SVM only a particular component may need repair/replacement by the MRS.

(2) Ensure the posting of proper publicity/signs to indicate the SVM is "out of service," and location of another SVM or window where stamp purchases are available.

504.2. (ADDED) Use SF Form 702, Security Container Check Sheet, to document each opening and closing of safes and lockable containers. Post AFTO Form 36, Maintenance Record for Security Type Equipment, and SF Form 700, Security Container Information, inside each security container. Post a SF Form 701, Activity Security Checklist, near the MPO exit for additional security documentation. List containers the MPO uses for the storage of postal funds and stock on the form.

505.1. (ADDED). Do not cash or accept US Treasury checks for purchase of stock, meter tape, special services, or fees.

**505.9. (ADDED). AAFES Cashier Stamp Sales Publicity.** Postmasters will utilize base newspapers, local news letters, etc., to publicize AAFES sale of stamps, where the service is available. Prominently display a notice to this effect near all finance windows.



**Figure 5-4 NOTES:(ADDED)**

- 1. Base the stock level on a 3-month average using July, August, and September. Determine this figure each year during October and update as needed.**
- 2. Keep PS Form 3295 in the active file until the entire page is full.**

**602.2. (ADDED). PS Form 3977 will indicate which meter base the key pertains to (write the meter number on the outside of the form).**

**604.2. (ADDED).** The postal clerk will figure all rates and fees in the upper right-hand corner of the parcel unless the clerk uses an electronic scale with a patron viewing module. The clerk will show the patron the meter tape and affix it to the parcel or envelope so the figure computations remain visible after affixing the meter tape.

606.1. (ADDED). The COPE/designated custodian may combine the monies he or she collects for several meters and remit them daily under one deposit or check. When this is done, annotate the registry, check or money order number and date of dispatch on the MPO file copies of PS Forms 3602-PO without the documentation. Attach the following documentation to the MPO file copy of PS Form 3602-PO:

- a. PS Form 1096, Cash Receipt, transferring personal and travelers checks and money from the meter operator to the COPE.
- b. Either a carbon copy of the bank check, the customer receipt when the MPO uses a no-fee MO, DD Form 634, Receipt for Miscellaneous Collections, the finance office issues, or a signed PS Form 1096 when a carbon copy of the bank or finance check, or DD Form 634 are not available.
- c. PS Form 3806 the MPO uses to dispatch the remittance.
- d. Copy 4 of the bank deposit slip.

**609. (ADDED). Postage Meter Loan Program.**

**1. General.** If the MPOs must withdraw their permanently assigned postage meters from service, the PFO will issue a postage meter on a temporary basis. MPOs must have the correct die to fit the loaner meter.

**2. Procedures:**

- a. Forward requests via electrical message to PFO stating the circumstances.
- b. The COPE will verify the ascending and descending registry readings on the meter with those recorded on the accompanying PS Form 3602-PO book. The COPE will bring any discrepancy to the attention of PFO immediately.
- c. Return equipment to PFO immediately if it becomes inoperative or malfunctions; include a letter of explanation. MPOs will retain meter dies whenever they return a meter for maintenance.
- d. PFO will provide two copies of PS Form 1590 as a receipt for equipment. COPE will sign both copies and return original to the PFO. When the PFO receives returned loaned equipment, he or she will return the receipt to the COPE. The COPE may destroy both copies of the receipt.

**620.1. (ADDED).** Prior to issuing licenses initially, obtain approval from MPSA-OP to operate DOD contract meters. MPOs administering DOD contract postage meters must complete PS Form 3601-A, Application for a Postage Meter, in three copies. The MPOs must maintain the original copy in their files as long as the meter is in operation. Provide the DOD contractor a copy of PS Form 3601-A, and forward a copy to the servicing JMPA who will, in-turn, provide this final copy to the servicing USPS postmaster.

**704.2. (ADDED). File money order clerks' DD Forms 885 with the master DD Form 885 for that specific series after you complete all transfer actions. Require only one copy of DD Form 885 at 1-person MPOs. Additionally, attach PS Form 6990, Invoice-Money Order Forms, and PS Form 17, to the master DD Form 885 for filing.**

**708.1. (ADDED). Each money order section will maintain a listing of missing money orders specified in current USPS Postal Bulletins. Check these listings prior to cashing money orders.**



**709.1. (ADDED).** At 1-man MPOs, the senior host official or designated representative (E-7 or higher, or US civilian equivalent) will verify MOB reports. This will be an additional duty for the individual. The MPO and detachment commander/base IM will maintain a copy of the designation letter.

**709.3c. (ADDED).** MPOs will prepare and forward an extra copy of the MOB report to the detachment DO/base IM for verification. You may dispose of forwarded reports after receiving and verifying the following day's report.

**709.4f. (ADDED). Prepare a PS Form 1096 for the purpose of transferring money to the check-issuing agency if a carbon copy of the check or money order is not available, or the accepting activity does not issue DD Form 634.**

**709.4h(2) (ADDED). The receiving COPE and witness will place their signatures in the remarks section indicating they have verified the contents.**

**801.5. (ADDED). MPOs will notify all installation banking, finance, and base security agencies by letter, of the stipulations of this paragraph. MPOs will accept coded shipments only after the postal supervisor confirms armed escorts are available throughout the entire transportation network. Request 36 hours advance notice from the finance organization wishing to mail coded shipments.**

**801.8. (ADDED). The detachment commander or Chief, Base Information Management, will approve use of "NWA." Approve the use of "NWA" only after all avenues to obtain a witness fail. At other than 1-man MPOs, a postal clerk must be the witness.**

**802.2e. (ADDED).** Use the following procedures when securing the registry cage and you cannot transfer the registry cage:

(1) The clerk going off-duty will obtain a tin band seal, PS Item 0-817C or 0817A, and place the seal number in the remarks section of the DD Form 2261.

(2) After securing the registry cage door with a common knowledge combination lock, place the seal through both the door hasp and the lock in such a manner as to ensure someone cannot remove it without breaking the seal.

(3) When the next registry clerk requires access to the registry cage, the clerk will compare the seal on the door with the number shown in the remarks section of the DD Form 2261.

(a) If the number matches, the clerk and a witness will enter the registry cage and immediately conduct an inventory of on-hand registered items. After conducting the inventory, the new registry clerk signs in Part III of the previous registry clerk's DD Form 2261 acknowledging receipt of all registered items listed on the inventory.

(b) If the seal number does not match, do not enter the registry cage until you contact the clerk who was responsible for affixing the seal. If you cannot locate this individual, the registry clerk requiring access may do so only when accompanied by the COPE or APO/AMT Chief. Conduct an inventory immediately and, if on-hand registered items are accounted for, the new registry clerk signs in Part III of the previous registry clerk's DD Form 2261 acknowledging receipt of all registered items listed on the inventory. However, if you discover a shortage, follow the procedures listed in paragraphs 802.5.i and j.

**802.5f. (ADDED).** The following applies only to clerks working the same registry window, e.g., 2-person MPO. You need not prepare PS Form 3854 for clerk-to-clerk transfers as long as you reflect the alternate clerk in the remarks section of DD Form 2261. However, if the responsible clerk reflected in Part III of the previous DD Form 2261 must depart for the day, then require a transfer on DD Form 2261.

**802.5h. (ADDED).** The verifying official will check all registry documents and sign the DD Form 2261, Registered Mail-Balance and Inventory, at the close of each business day or shift change. MPOs do not have to type DD Form 2261; however, entries must be in ink and legible.

**802.5i. (ADDED).** Clerks will enter a zero (0) in Part I, sections A and B of DD Form 2261, in blocks they do not use. Include the names of witnesses working in the registry section in the remarks section of the form. A verifying official will sign Section III of the DD Form 2261.

**802.5k(4). (ADDED). Attach all appropriate documentation behind DD Form 2261 in a logical and consistent sequence.**

**802.5k(4)(a). (ADDED). AF Form 627, Application for Registration or Certification of Official Mail.**



**803.1(b(1). (ADDED).** Use this procedure when you accomplish DD Form 1384, Transportation Control and Movement Document, instead of DD Form 1372, Mail Manifest.

**803.2a. (ADDED).** When receipting for MAC transferred registry shipment, return the duplicate copy of PS Form 3854, Manifold Registry Dispatch Book, and file in the transitory files. This action will allow activities to quickly locate dispatching agency inquiries. MPOs do not have to check PS Tag 135 or 136 when incoming manifests include registry numbers.

**804.2f. (ADDED).** Immediately contact the dispatching activity via phone or **PRIORITY** message upon finding registered mail in ordinary mail. Include all pertinent details:

**(1)** Found registered item on (flight or truck run), date, and time.

**(2)** Seal number of registered pouch or registration number of OSP, office of origin, address, latest postmark date, origin and slide label date for pouches.

**805.3f. (ADDED).** When MPOs receive damaged official registered mail and there is a possibility of compromise to classified information, do not rewrap the article. Immediately take custody of the material and protect it from further compromise. Notify the MPO unit security manager, registry supervisor, or postmaster. When registry clerks at the MPO of delivery find such items, notify the installation security police investigations office, the official mail section, and the unit security manager of the organization of address. Deliver the item to the official mail section for transfer to the unit. The unit security program manager of address will determine the need for a preliminary investigation according to AFR 205-1. If registry clerks at an intransit MPO discover the possible compromise, rewrap the item and forward it to the office of address after contacting the base security police investigations office for possible viewing. Notify the sender and addressee of your discovery by message.

**805.4. (ADDED).** When a unit mail clerk (UMC) returns an article (personal or official) as undeliverable on PS Form 3877, retain the original copy for MPO files and have the UMC retain the duplicate copy in the book. Indicate returned articles in the returned section of the form. Prepare a PS Form 3849-B, Delivery Reminder or Receipt, for all articles (personal or official) UMCs return regardless of reason. (Indicate MPO disposition on the reverse of PS Form 3849-B.)

806.5c. (ADDED). A first initial and last name signature is sufficient for the witness and clerk's signature on the Inside Manifold Dispatch Bill.

806.5d. (ADDED). Procedures for documenting registered mail in con-con are:

- (1) Use PS Form 3854 (inside bill). List all sealed pouches and OSPs in the con-con.
- (2) Prepare the PS Form 3854 (inside bill) in duplicate. Annotate the 3854 in the space provided with the rotary lock number and seal number that will be placed on the con-con.
- (3) Place the original inside bill, with return coupon attached, in a USPS P-9 envelope and place inside the con-con. Retain the duplicate bill in the manifold dispatch book.
- (4) Prepare an outside bill in triplicate. List the seal number placed on the con-con and registered number OSPs on the outside bill. Enclose the original and third copy of the PS Form 3854 (outside bill) and a preaddressed return envelope, in a P-9 envelope and attach to the outside of the con-con.
- (5) This procedure treats the con-con in the same manner as a sealed pouch, and simplifies documentation.

806.6b. (ADDED). When the dispatching activity does not receive the tracer copy of PS Form 3854/3830A (Outside Bill) within the normal two-way transit time, contact the activity you delivered the item to and obtain dispatch particulars. As a minimum, obtain type aircraft, tail number, mission number, TCN number, manifest number, and departure date. Send the information via PRIORITY message to the receiving activity with information copies to their and your postal detachment DO/base IM. Include any additional information you deem necessary, i.e., registry numbers, bill numbers, etc. If you cannot locate the item within 30 days from original dispatch, initiate a postal offense according to Chapter 14. NOTE: Locations that dispatch CONUS destined registered mail via MAC need not accomplish tracer actions.

806.8. (ADDED). DD Forms 1384 will reflect each seal and OSM number. When you dispatch more than 14 pieces of registered mail, you must initiate another DD Form 1384 and a new TCN number. You will then file a copy of DD Form 1384 with DD Form 2261, Registered Mail-Balance and Inventory. When someone other than the registry clerk delivers mail to MAC or TMO, i.e., truck drivers, have the individuals sign a suspense copy of the form, and return the TMO/MAC signed form to the registry cage. The registry clerk will return the suspense copy to the individual at that time.

a. Dispatching locations which manifest intratheater destined registered mail to MAC do not accomplish PS Form 3854 (Outside Bill) if they accomplish same action on DD Form 1384. If you dispatch CONUS destined registered mail to MAC, continue to accomplish both forms. This change does not apply to registered mail you dispatch to commercial carriers.

b. File signed outgoing DD Form 1384 and incoming MAC manifests daily with the DD Forms 2261 (balance sheet). List pieces in part one of DD Form 2261 in blocks 4 or 11, whichever is applicable. Ensure MAC agents or postal clerks sign and date DD Forms 1384 and MAC computer products respectively when they accept registry shipments.

806.10a. (ADDED). A first initial and last name signature is sufficient for the witness and clerk's signature on the Outside Manifold/Truck Dispatch Bill. A witness is not required on a truck bill when you transfer from clerk to clerk.

806.10b. (ADDED). When you receive the duplicate copy back, staple it behind the suspense copy in the PS Form 3854/3830A book, or destroy the triplicate copy (suspense) upon receipt of the signed bill (PS Form 3854) and file the signed bill (PS Form 3854) with the DD Form 2261 that was prepared the day of dispatch. The activity will ensure the disposition/maintenance method they elect is consistent.

**807.1b(1). (ADDED). Dispatch of Stamp Requisitions. You may dispatch stamp requisitions from PFOs/flexible credit COPEs to fixed credit COPEs on passenger flights where deemed necessary. This authorization includes US and foreign flag air carriers.**

**807.2. (ADDED). You may use non-US citizen drivers to transport locked and sealed mail vehicles on base when you are dispatching official registered mail.**



**Figure 8-5.(ADDED). Title should read "Sample of a PS Form 3854 as a Truck/Outside Manifold Dispatch Bill".**

904. SERVICE STANDARDS. (ADDED). The host commander or official, postmaster, and the postal detachment commander (where applicable) will establish hours of operation to mutual satisfaction. The hours of operation for MPO service windows and the PSC should accommodate the majority of personnel the MPO serves. Normally, parcels should be available for delivery to customers 30 minutes before or after normal duty hours. PSC lobbies should normally be open 24 hours per day to accommodate shift workers.

904.2. (ADDED). Use a time value publication (TVP) survey to record customer TVP complaints. MPOs will forward complaints to their Det/DO who in turn will forward the results to Squadron/TR. MPOs assigned to the Chief, Information Management will forward complaints to the Det/DO responsible for their area of responsibility.

904.2b. (ADDED). MPOs will use the PS Form 4314-C, Consumer Service Card, to monitor postal complaints. Make every effort to resolve complaints at the lowest level. The patron keeps the original PS Form 4314-C and gives the remaining three copies to the post office. If post office personnel cannot resolve the complaint, forward it to the postal detachment/base IM for resolution. Do not send the consumer service card to the Consumer Service Card Processing Center in St. Louis MO. Forward unresolved "postal related" complaints to the AIRPS/MAJCOM for resolution. Record a brief description of the action the appropriate office takes to resolve the inquiry or complaint on copies 3 and 4 of PS Form 4314-C. File all related and furnished envelopes, wrapper covers, or other pertinent information with PS Form 4314-C.

904.3f. (ADDED). Prior to displaying PS Forms 4314-C, write your official MPO address element on the "City/Town, State, Zip" line on the reverse side of the form.

904.3j. (ADDED). Use USPS Label 55, Mail Collection Times.

904.31. (ADDED). PS Poster 31-B, Mail Problem.

904.3m. (ADDED). Post a sign stating personal checks are accepted for amount of purchase only. Include the minimum personal check acceptance limit (smallest stamp book denomination available) and that travelers checks are acceptable for 50 percent of purchase.

904.3n. (ADDED). Display a visual aid that informs customers how to make EMMS claims.

905.2a. (ADDED). In accordance with the POM, check and adjust daily any scales used to accept and rate single piece mail, if necessary, to balance at zero. The following applies in regard to maintaining/using electronic or manual scales:

(1) You may use MOS Scale Company test weights to perform daily checks. Recommend using gloves when handling MOS IRT weights to prolong their life. Maintain the weights in a highly polished manner and insure weights are free of rust, debris, and dirt.

(2) Test all scales at least annually for accuracy by certified technicians using certified test weights.

(3) MPO supervisors must ensure parcel acceptance clerks remain competent in the use of manual 70 pound scales in case MOS IRTs cannot be powered.

905.2b. (ADDED). When available, the MPO will provide paper and wrapping tape to upgrade already-wrapped parcels which do not meet mailing requirements. MPOs do not provide paper and tape for initial wrapping.

**906.1d. (ADDED). Postal activities should develop contingency plans for the storage of postage meters, stamp stock, and money orders should the duress alarm, vault, or safes become inoperable.**

906.1f. (ADDED). Postal personnel shall enter work areas through a designated entrance only. Immediately repair or replace unserviceable locks and doors. MPOs must only permit designated assigned postal clerks unescorted entry. MPO personnel must escort all other individuals including UMCs and bulk mailers, and maintain constant surveillance. MPOs must sign in all other individuals they allow access on AF Form 1109, Visitors Log, except UMCs who carry DD Form 285, postal inspectors who identify themselves with military orders and ID, and squadron or detachment personnel on official business. Keep access doors and gates closed at all times to preclude unauthorized entry.

906.1g. (ADDED). Issue MPO or AMT facility keys only to the MPO postmaster or AMT chief, shift supervisor, COPE, and PSC supervisor on PS Form 1628, Individual Key Record. At 1-man locations, the senior ranking official or designated representative will appoint in writing an official to sign for and safeguard the duplicate key(s) for the MPO facility. Comply with paragraph 906.2.a., for key accountability.

906.1j. (ADDED). Postal activities will coordinate and make arrangements with the host base security police (SP) to secure postage meters, stamp stock, and money orders if the vault or safe becomes inoperable, or when funds exceed authorized safe storage limitations.

906.6a. (ADDED). Maintain PS Form 3841, Post Office Record of Claim, copy 4, or PS Form 3841-A, Post Office Record of Registered Claim, copy 4, or PS Form 565, Registered Mail Application for Indemnity, or other claim form as your record copy. File claim forms in alphabetical order by the mailer's last name. Also, a log must be established to ensure claim numbers are assigned in numerical sequence beginning with 001. The claim number will be the number seven (7) plus the 5-digit APO number followed by a 3-digit sequential number beginning with 001 and continuing through 999. A claim number is not assigned to a registered claim. When recording these claims in the log, annotate the word "Registered" in the claim number column.

- (1) Use the claims checklist for verifying correct procedures. See Appendix C of this supplement.
- (2) Cancellation of Claims. Cancel a claim or duplicate claim when the addressee receives the article after filing the claim. Prepare a letter of explanation with pertinent information from the claim form requesting cancellation of the claim and send to the Postal Data Center (PDC).
- (3) Double Payment for Claims. When you receive reimbursement twice (for initial and then duplicate claim), the claimant should remit the duplicate payment to the PDC. Prepare a letter of explanation with pertinent information from the claim form and attach the claimant's check or money order and send to PDC.

**907.6. (ADDED). To expedite processing through US Customs, place transfer orders on the outside of the parcel.**



**908.4. (ADDED).** See Vol II, Chapter 3, Section 310 as supplemented, for additional mail security procedures.

908.8b(1). (ADDED). Investigative law enforcement agencies will notify one of the following individuals in order of precedence to request mail covers:

(a) MAJCOM/IM

(b) AIRPS/CC

908.8b(2). (ADDED). Investigative agency will forward request via PRIORITY message to MAJCOM/IM.

908.8g. (ADDED). Investigative agency will forward requests for extension of mail cover before the expiration of each 30-day period.

908.9a. (ADDED). Ensure all of your supervisory personnel are aware air carriers or airports may use fluoroscopes, dogs, metal detectors, or any other similar device, to conduct inspections of mail. While military presence is desirable during this process, it is not mandatory. Advise air carriers to turn over any suspect parcels to military personnel for inspection according to paragraphs 908.4. and 908.9. Although we cannot authorize airlines to open suspect mail, they may be forced to in an emergency. It is better if the military is notified for proper presence/authorization but there may not be time. Proper authorities will take action according to paragraph 908.4, before opened parcels are redispached. See Vol II, Chapter 3, Section 310 as supplemented, for additional mail security procedures.

908.9b. (ADDED). Air carriers may place mail in pressurized chambers, or hold it 24 hours (longer if deemed necessary by the carrier), or both to ensure mail is safe before they place it on the aircraft.

908.9c. (ADDED). Do not refuse mail to air carriers who elect to follow the procedures outlined in paragraphs 908.9.a., and 908.9.b. above. Give them their fair share of mail under the existing rules of equitable tender (ET).

908.9d. (ADDED). The MPSA has indicated that fluoroscopying of mail is an airline responsibility, not USPS/DOD. Until such time as notified otherwise by MPSA, we will leave fluoroscopying of mail to the discretion of the air carrier or airport. Our role will be to ensure we accept mail from authorized users only, provide visual examination, and ensure we protect mail while in our possession.

908.10c. (ADDED). At no time will postal personnel perform host country customs inspections on inbound mail.

908.11. (ADDED). Forward seizure reports to AIRPS/CC who, in turn, will forward the reports to MPSA through the MAJCOM/IM. Send the reports through the registered mail system and stamp them "For Official Use Only."

910.2c(2). (ADDED). Use a waiting period of 21 days prior to the second or third followup letter to the commander.

910.2c(3). (ADDED). Use a waiting period of 21 days prior to the second or third followup letter to the commander.

910.2c(4). (ADDED). If you receive no response after the third letter to the commander, make direct contact with the unit commander or first sergeant. If all efforts fail to obtain collection, then notify MAJCOM postal staff by letter (attach the FAM and original check) with specific details of those efforts. If a suspense extension is required, make the request before the suspense has passed.

910.2c(4)(b). (ADDED). Add the person's name to the local dishonored check list. Notify MAJCOM postal staff via message of member's full name, SSAN, and unit. The MAJCOM postal staff will notify all postal units to add the name to their local dishonored check lists.

910.2d. (ADDED). Return of FAM with remittance to MAJCOM postal staff:

(1) Send a letter to the MAJCOM postal staff advising of return of the FAM with remittance. Attach the check/money order and ensure it is made payable to appropriate POSTMASTER, SAN FRANCISCO/NEW YORK and in the correct amount before mailing. If the bank/credit union was at fault for the returned check, the patron must provide a letter from the financial institution to waive the \$10 service charge. Include that letter as an attachment with the FAM and remittance. Retain a copy of the FAM package for your files.

(2) Send a letter to the individual advising of receipt of their restitution check/money order. Attach the original returned check to the letter. Provide the individual's commander an information copy of the letter.

(3) If proper authority placed the person on the dishonored check list, notify MAJCOM postal staff to remove the name and SSAN from the list.

1002.1d. (ADDED) (AF). Control spare keys and combinations for collection boxes according to Chapter 9, paragraph 906.

1002.1f. (ADDED). Paint each collection box with the official Air Force color, Strata Blue:

<u>STOCK NUMBER</u>	<u>QUANTITY</u>
8010-988-1458	Pint
8010-965-7273	Quart
8010-298-2287	Gallon

1002.1g. (ADDED). Keep collection box access doors locked at all times. Immediately repair or replace faulty locks. If a member loses a key, change the lock immediately.

1002.2a. (ADDED). When the MPO has scheduled box collections after the last dispatch time (i.e., truck dispatch is at 0900, last collection at 1500) make the following annotation on the lower left half of USPS Label 55:

"We will dispatch mail you deposit by (e.g., 0800) the same day. We dispatch mail at (e.g., 0900). We will postmark mail you deposit between 0805 and 1500 the same day and dispatch it the following duty day."

**1002.5. (ADDED). Clerks who tray mail do not have to separate certified and ballot material from other letters in the tray and may place them anywhere in a tray. Separate special delivery mail by rubber banding and placing bundle in the front of the tray.**

1003.3b(3). (ADDED). Annotate the weight in pounds when manifesting mail to MAC.

1003.3c. (ADDED). MPOs will postmark diplomatic pouch mailing labels to show the date of dispatch.

1003.3e. (ADDED). Base Information Transfer System (BITS) Official Mail. MPO will provide BITS:

- (1) One copy of USPS Poster 103, Domestic Postage Rates, Fees, and Information.
- (2) One copy of USPS Poster 51, International Postage Rates and Fees.
- (3) One copy of US Postal Service Official Zone Chart.
- (4) Training in the proper procedures of makeup and dispatch of official mail sent through MPO channels to fulfill requirements of AFR 4-50. Document this training in letter format.

1003.3f. (ADDED). MPOs will randomly check outbound BITS official mail, including registered articles, at least weekly. Do not open sealed registered or command pouches; however, review them as indicated below. Check outbound official mail to ensure:

- (1) Postage and fees are correct.
- (2) Destination tags and labels are correct.
- (3) Mail routing is correct (e.g., an intratheater piece in a CONUS destined pouch).
- (4) Mailbags are not defective.
- (5) The slide label date is correct.
- (6) Postmark is current.

1004.2. (ADDED). Remote Unit Mail Rooms (RUMRs). Dispatch of accountable mail to RUMRs will be made using the following procedures. Postal activities will also furnish RUMR instructions on the preparation of mail movement procedures.

- a. Use a separate PS Form 3883 book for RUMRs and prepare bill in three copies. The original and duplicate will accompany the mail. Retain the triplicate in the book as a suspense copy. Number the bills consecutively starting with one (1) in January each year.
- b. List each certified and numbered insured article on the same PS Form 3883 by number and office of origin. Use a separate PS Form 3883 for registered mail.

c. Postmark the bottom right hand block if an Air Force postal activity; if the RUMR is not Air Force, write the name of the RUMR unit in the block.

d. Enclose the certified/insured mail in the mailbag with ordinary mail, unless volume warrants a separate bag. Send parcels too large for you to enclose as OSM. Place the original and duplicate of PS Form 3883 and a preaddressed return envelope in a plain envelope and enclose in the same bag as the accountable mail.

e. List the dispatch on a mail movement document (DD Form 1372, 1384, 1385, or Government Bill of Lading (GBL). Movement of mail to RUMRs will be by command owned or sponsored transportation, i.e., rail, plane, helicopter, bus, or by MAC aircraft. When it is necessary to use commercial air, the movement document will be by GBL (command funded). Dispatching activities will coordinate closely with the host command on the movement and documentation of mail dispatched to/ from RUMRs.

f. Upon receipt of mail, the mail clerk:

(1) Checks the accountable number of each item received against the entries listed on the outside bills and manifests.

(2) Signs the manifest if everything is in order. If you note any irregularities, annotate the copies of the manifest showing the irregularity and return the signed copy to the serving postal activity.

(3) If the pouch or sack contains registered mail, follows the procedures as set forth in Chapter 8, para 805, Processing Incoming Registered Mail.

(4) Returns original copy of the receipt to the dispatching activity in the envelope provided by that activity via the first available transportation. Retains the duplicate copy.

(5) Prepares and maintains accountable mail records per instructions in DOD 4525.6-M, Vols I and II.

(6) Processes and delivers accountable mail according to DOD 4525.6-M, Vols I and II.



1005.2a. (ADDED). Any mail (EMMS; Priority; MOM; SAM; 2nd, 4th class; or surface), pouch or OSP, missent to an Air Force postal facility will be datestamped with date of receipt. Use the APDS on the front of slide label to reflect date and activity that received the missent mail. After stamping, the activity will redispach the missent mail on the next dispatch leaving that activity. OSPs will be APDS stamped adjacent to the address on the front of the parcel. Redispatch OSPs on the next dispatch leaving that activity. Mail activities which do not have an APDS may hand date missent mail and write in the "missent to APO. \_\_\_\_\_."

**1103.14. (AADED). MCA personnel may use hand-held radios for the purpose of communicating among rampwatchers, dock, and office personnel.**

**1109.1c. (ADDED).** Military dispatching units routing SAM mail to CONUS inland gateways only, need not be concerned with which transfer city an air carrier uses when making an intraline transfer so long as the mail is manifested to and arrives at the approved gateway destination. Basically, air carriers may carry SAM mail to any CONUS gateway for transfer. This guidance applies to all classes of mail; however, equitable tender (ET) criteria concerning direct and non-stop flights still apply to priority mail.

**(1) Air dispatching activities must ET SAM to all US carriers serving the same location regardless of whether they use intraline transfers or not. There are some general rules the carrier must follow when accepting/requesting SAM mail for an intraline segment.**

**(a) They must have a connecting flight at intraline transfer points within 24 hours.**

**(b) The carrier must be able to give assurance that SAM will move within a reasonable amount of time at the transfer point.**

**(2) Air dispatching activities that have two or more US flag carriers that can move CONUS SAM to the same CONUS gateway will adhere to ET rules between these carriers. Prior to starting, you must obtain a letter from the US carrier desiring SAM for intraline transfer stating which flights they intend to use and lift capabilities per destination. Ensure you advise AIRPS/TR by message with flight information carriers provide. Include the AIRPS detachment responsible for your area of responsibility, MPSA, JMPA and USPS Washington DC as Info addressees.**

**1112.5a(3). (ADDED). Failure to board mail transferred from another flight, interline or intraline, when the mail is available with adequate time before departure, and there is sufficient space and additional weight can be carried on the flight.**

**1112.5c. (ADDED).** When preparing a PS Form 2759 for "Loaded in Error," the military member should, if possible, request verification of the facts from the carrier's representative prior to completing the form. The 2759 must show the coding on the label of the pouch concerned and the air stop where the irregularity occurred.

**1112.5h. (ADDED).** The failure to deliver incoming mail to the destination military facility, postal representative, or vehicle driver within the time allowed for such delivery. Indicate the arrival time of the flight and time that mail is delivered to the postal unit on PS Form 2759.

1112.5k(2). (ADDED). When an air carrier unloads mail short of destination because of weight or space limitation, prepare a PS Form 2759. The military postal unit should request and receive a PS Form 2760 from the air carrier within five business days for either a "Refusal/Removal" of priority/ international airmail. After review, the local military review authority should submit both PS Forms 2759 and 2760 through the appropriate International Civil and Military Mail Coordinator to the General Manager, Transportation Operations and Requirements Division for appropriate action.

1112.5m. (ADDED). Other. This category comprises other irregularities of USPS directives not listed above. When noting irregularities not specifically listed, enter a complete and accurate explanation of the irregularity in the body of the PS Form 2759.

1112.5n. (ADDED). Missing AV-7. When an air carrier delivers mail to a military postal facility without the required dispatch document (AV-7), annotate the AV-7 with the correct piece and weights received in the dispatch. See paragraph 1111.2., for over or short shipments.

1112.5o. (ADDED). Missing Mail. This occurs when the number of pieces of mail delivered to a military mail facility is less than the number indicated on the AV-7. In this instance, the mail must be assumed to be missing and tracer action initiated. If the missing mail is accountable mail and the shortage is confirmed, refer the incident to the Postal Inspection Service for investigation.

(1) Do not report missing inbound mail on PS Form 2759 until the origin dispatching office verifies that the piece(s) was in fact dispatched and documented properly. If you receive mail prior to the verification by the origin office and you can identify a mishandling irregularity, report the incident under the appropriate category. If you don't receive mail by the time the origin dispatch office verifies the dispatch, you should report it as missing mail.

(2) Issue a PS Form 2759 for outbound mail reported missing verification notice from the destination office. This serves to notify the air carrier that you require proof of delivery in the form of a receipted AV-7 for the full dispatch. If the carrier provides proof of delivery within 30 days of the reported as "missing" has been delivered in accordance with a verification notice or air carrier provided information, prepare a PS Form 2759 for the appropriate irregularity.

1114.2a. (ADDED). Postal activities will use locks at all times when transporting mail by vehicle, on or off the installation. Use a tin band numbered seal anytime you transport mail off the installation. When postal clerks accompany nonregistered shipments, they do not have to use a seal.

1114.2a(5) (ADDED) Clerks must affix the seal so that the vehicle door cannot be opened without breaking the seal.

NOTE: Clerks may have to loop the seal through the door latch hole twice to meet this requirement; e.g., 0-817A on an Army S-van.

1301. (ADDED). These facility standards are the minimum desirable.



**1303.1g. (ADDED).** Submit a Semiannual Postal Facilities Status/Update Report (RCS: SAF-AAI(S)8901), to arrive at SAF/AAI NLT 10 workdays after the end of each reporting period . Submit the report in this format: (EXAMPLE)

- (1) Activity/Unit: Derrick MPO (2) Base: Derrick AFB CD
- (3) Type Funding: MCP
- (4) Type Improvement: Construct new facility.
- (5) Square Footage: New -12,000; Old -9,000.
- (6) Date Workorder Submitted/Workorder Number: Jan 88/Der 123.
- (7) Status: Approved by MAJCOM/DE for FY 91 MCP request to Air Staff.
- (8) Estimated Cost: \$1.1M.
- (9) Recommended Action(s) by SAF/AAI: Monitor funding request status when it reaches the Air Staff.
- (10) Remarks: (Any amplifying information that will give a clearer picture)

**1303.1h. (ADDED).** MPO or AMT supervisors will ensure that local civil engineers are aware of DOD facility requirements and solicit assistance accordingly. Do not sign for new facilities until the detachment commander inspects the facility to ensure it meets all requirements of this chapter or receives a waiver as applicable.

**1303.2e. (ADDED).** Ensure local civil engineers review USPS Building Design catalog when designing or upgrading postal facilities to ensure the design of the facility meets minimum requirements for a postal operation.

**1303.3 (ADDED).** Operating location (OL) chiefs and detachment commanders will attend all facility utilization board (FUB) meetings when they have, or expect to have, a construction project up for review/discussion. When there is a facility problem, and the MPO, AMT, or MCA chief cannot resolve the problem at the detachment level, elevate it to squadron level. A strong involvement at each level will ensure resolution of problems.

**1307.8. (ADDED). All OL chiefs will submit work requests to have emergency lighting in their facilities. As a minimum, during temporary power outages, clerks will continue to deliver parcels on package pick-up windows and process outgoing mail for dispatch. Detachment commanders will determine financial operations on an individual basis for each operating location and ensure the OL chief incorporates his or her policy in the local security operating instructions.**

**1307.20. (ADDED). Designated Smoking Areas.** Each postal facility will have a clearly marked designated smoking area(s) according to local directives. Postal personnel will not smoke while handling mail, operating any postal equipment, or while in mail processing areas.

**VOLUME I  
APPENDIX C  
MPS INSPECTION CHECKLIST**

**CHAPTER 9**

	Yes	Needs Improve- ment
40a. (ADDED). Are clerks aware of the maximum time limit for filing an Express Mail (90) days, insured or registered (one year) mail claim? (Para 149, DMM).	_____	_____
40b. (ADDED). Has the claim form been stamped with the APDS? (Para 149, DMM)	_____	_____
40c. (ADDED). Are claim's clerks aware of circumstances which would make a claim nonpayable? (Para 149, DMM)	_____	_____
40d. (ADDED). Are claims and associated forms (PS Forms, 565, 673, 1510, 3760, 3812, 3831, 3861, 3862) prepared properly? (Para 149, DMM)	_____	_____
40e. (ADDED). When filing loss or damage claims, are customers providing evidence of value or repair as required? (Para 149, DMM)	_____	_____
40f. (ADDED). Are claim's clerks aware of the differing requirement for Express Mail, insured and registered mail claims? (Para 149, DMM).	_____	_____
40g. (ADDED). Does the claim's clerk require the customer to provide evidence of insurance, registration and loss and damage (receipt, written notice of nondelivery)? (Para 149, DMM)	_____	_____
40h. (ADDED). Does the claim's clerk check delivery receipts (PS Forms 3849A/B or 3883) to verify claims for articles mailed to that location? (Para 149, DMM).	_____	_____
40i. (ADDED). Are the claim's clerks aware of who may file a claim? (Para 149, DMM).	_____	_____
40j. (ADDED). Are claim's clerks aware that the customer may claim the value of the article and not postage, wrapping, etc.? (Para 149, DMM).	_____	_____
40k. (ADDED). Are claim's clerks aware of procedures for initiating inquiries on non-accountable mail? (Para 149, DMM).	_____	_____

401. (ADDED). Do claim's clerks know where to look for information regarding the filing of claims (DMM Selection 149, DOD 4525.6-M, Vol I, Chap 9; POM; and USPS HB PO-514)?

\_\_\_\_\_

40m. (ADDED). Are PS Forms 673, 1510, or 3760 filled out as required for rifled or lost mail? Para 149, DMM).

\_\_\_\_\_

40n. (ADDED). Is a claims log maintained as required? (Para 149, DMM).

\_\_\_\_\_

41a. (ADDED). Is the proper MPO claim number assigned (7 + APO Number + Three Digit Control Number 0001-999)? (Para 149, DMM).

\_\_\_\_\_

41b. (ADDED). Are clerks aware that the APO does not assign registered mail claim numbers? (Para 149, DMM).

\_\_\_\_\_

43a. (ADDED). Are incoming claims set up on a 15-day suspense system per the DMM? (Para 149, DMM).

\_\_\_\_\_

43b. (ADDED). Do clerks cancel claims if the item or duplicate payment is received at a later date? (Para 149, DMM).

\_\_\_\_\_

43c. (ADDED). Are claim's clerks aware of correct procedures for filing a duplicate claim and minimum time requirements for filing one? (Para 149, DMM).

\_\_\_\_\_

43d. (ADDED). Are claim's clerks aware of the retention period and filing requirements of claims IAW AFR 12-50, Vol II?

\_\_\_\_\_

47a. (ADDED). Do clerks annotate copies of PS Forms 3831 with disposition of items when they are returned to the claimant or sent to the Dead Parcel Branch? (Para 149, DMM).

\_\_\_\_\_

47b. (ADDED). Do clerks return totally damaged items with no salvage value to the claimant after verifying same for claims purpose. (Para 149, DMM).

\_\_\_\_\_

47c. (ADDED). Do clerks keep copies of PS Forms 3831 with damaged item until sent to the Dead Parcel Branch? Do clerks file the PS Forms 3831 with the PS Form 3841? (Para 149, DMM).

\_\_\_\_\_

